Public Works

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting target
Red = actual value worse tmore than 10% away from meeting target

Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date
Yellow = cumulative Year-to-Date the same as Last Year-to-Date
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

Metric	Metric Goal	Monthly				Yearly		
		Avg.	Target	Actual	Result	LYTD	YTD	Trend
1. Provide engineering services, both in-house and outside contractor, including evaluation, design, construction inspection, and contract management.								
% of projects under budget	Keep 100% of project under budget	100	100	100	🟢	100	100	🟢
% of projects on schedule	Keep a minumum of 90% of projects on schedule	74	90	86	🟡	77	85	🟢
2. Provide clean, safe drinking water to all Newton residents, businesses and institutions.								
% of water/sewer requests resolved within SLA	Keep % at or above the monthly average	65	65	90	🟢	68	70	🟢
Total water meter transmitters replaced	Monthly progress targets	N/A	1000	4207	🟢	N/A	N/A	N/A
Water meters/City-managed exceptions yet to be installed	Monthly progress targets	N/A	340	291	🔴	N/A	N/A	N/A
3. Maintain public streets and sidewalks in a safe and passable condition.								
Streetlamp repair backlog	Reduce backlog to less than 100 streetlamps	133	100	111	🔴	107	111	🔴
% of streetlamps repaired within 14 days of receipt	Repair at least 90% of streetlamps within 14 days	91	90	93	🟢	97	95	🔴
Backlog of sidewalk repair requests	Reduce sidewalk backlog in FY12	494	494	200	🟢	481	200	🟢
% of sidewalks made safe within 5 days	Make at least 95% of sidewalks safe within 5 days	93	95	96	🟢	71	95	🟢
% of potholes repaired within 2 business days	Repair at least 95% of potholes within 2 days	96	95	87	🟡	54	88	🟢
4. Remove and dispose of solid waste, including trash, recyclables, and hazardous materials.								
Trash tonnage (total)	Monthly progress targets	N/A	1785	1741	1741	1682	1741	🔴
Recycling tonnage (curbside only)	Monthly progress targets	N/A	961	859	859	778	859	🟢
Curbside recycling % of total tonnage	Maintain a recycling rate of 35% or more	31%	35%	33%	🟡	35%	35%	🟢
% of trash pickups made on time without issue	Maintain an accuracy rate of 99.5% for on-time collectior	99.88	99.50	99.90	🟢	99.89	99.89	🔴
% of recycling pickups made on time without issue	Maintain an accuracy rate of 99.5% for on-time collections	99.88	99.50	99.95	🟢	99.91	99.94	🟢

Notes